

- DAILY** remove the humidifier chamber from the device heater to prevent the accidental spilling of water into the device. Manufacturer's recommendations are to empty and clean daily, air dry and always use distilled water.
- NEVER** move the device with water in the humidifier chamber. If you need to bring your device to the office for a compliance download, remove the humidifier chamber and leave home.
- PLACEMENT OF DEVICE:** Put your device on a bedside table that is lower than the head of your bed. Do not place directly onto carpeting or wood floors. Have a waterproof hard surfaced barrier for the device to rest on.
- LEAKING AIR OR WATER:** Check all connections and gasket placement. Most humidifier problems are noticed after washing and re-assembling. Something didn't get placed in the right spot. Try re-assembling again to correct leaks.
- ALTERNATIVE POWER SOURCES:** All of the CPAP and Bi-LEVEL devices Sleep Well, Inc. provides have 12 volt power capability. Some units need a 450 watt "sine wave" inverter, a cable made specifically for the device, and all need a deep cycle marine battery. Call the office for details.
- AIR TRAVEL:** Take your medical device through security with you onto the plane. The stewards can store them with other medical devices in the front of the plane, or put in the overhead bins. Insurance will not purchase a replacement device if lost or broken during handling.
- CONDENSATION IN THE TUBING:** More of a problem in the winter due to cold air passing over the warm water and back out through the tubing. The humid air will condensate into droplets and cause water to run into the mask. To avoid this, keep the device lower than the head of your bed, allowing the water to drain back into the water chamber. In the winter, a thermal cover, "Hose Cozy" of fleece or knitted hose sock keeps the tubing more uniformly warm, preventing the condensation.
- NOSE IRRITATION:** Try several over the counter remedies: Ayr Gel (salt water gel) Saline Spray, or very thin coating of petroleum jelly to act as a friction barrier. The physician may occasionally need to prescribe medication if the condition persists.
- SKIN IRRITATION:** Wash the mask prior to use with a mild soap you are not sensitive to. Thin barrier of petroleum jelly or Ayr Gel to reduce friction between your skin and the mask. Prevent pressure sores by not over tightening the mask. Red marks should not persist throughout the day. Call the office for advise.
- CHECKING FOR MASK/DEVICE LEAKS:** Fit your mask at your prescribed pressure, then activate the "Ramp" feature if appropriate. Check the tubing where it connects into the mask and onto the humidifier. Most leaks and problems occur after the weekly cleaning and re-assembling. Check the connection between the water chamber and the device itself. It's best to be sure:
"ALL SYSTEMS ARE WORKING PROPERLY PRIOR TO BEDTIME WHEN YOU'RE TIRED AND NOT IN THE MOOD FOR FIXING THINGS !"
- APNEA/ HYPOPNEA INDEX:**
Apnea means absence of or no breath Hypopnea is "sub" or less than normal breath.
To determine the **AHI**, the sleep lab adds the total time with Apnea and Hypopnea and divides by the total sleep time to determine how many times per hour you are either not breathing (apnea) or breathing very shallow (hypopnea) **Normal range: 5 or less Abnormal range: 5-15** with another diagnosis of high blood pressure, cardiac problems, diabetes, excessive daytime sleepiness meets insurance guidelines and is reimbursable as per your insurance plan coverage. **Greater than 15 per hour, qualifies for treatment just from the diagnostic sleep study.**
- HOW/WHEN TO CONTACT SLEEP WELL AFTER REGULAR BUSINESS HOURS(Mon.- Fri. 9-4:30) NIGHTS, WEEKENDS OR HOLIDAYS**
PHONE: 992-2660 OR TOLL FREE: 1-877-546-9732
- Our phone system is automatically forwarded to our answering service. You will always speak directly with a representative. If your concerns cannot wait until regular business hours, the answering service will contact a Sleep Well representative.